

Customer Service Representative

FLSA Status: *Non-Exempt*

General Definition of Work

Performs intermediate skilled administrative support work answering telephone, responding to customer inquiries and complaints, greets and escorts guests, handles visitor registration, preparing and maintaining files and records, preparing reports, and related work as apparent or assigned. Work is performed under the moderate supervision of the Customer Service Supervisor. Work hours for this position are 7:30 a.m. to 4:30 p.m. Monday through Friday with 1 hour for lunch.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Answers telephones; forwards calls to appropriate party; greets visitors; directs visitors to appropriate party; provides information
- Provide customer service through CRM and for those paying bills
- Collects mail and distributes to the appropriate mail slots
- Enters general journal receipts for trash bags, building permits, sign permits, etc.
- Writes State Board of Accounts receipts; reconciles cash drawer
- Liaison for Trash Company (back-up)
- Collects and totals payments from drop box and walk-ins for trash and storm-water payments (back-up)
- Any other projects and duties as assigned

Knowledge, Skills and Abilities

General knowledge of standard office methods, techniques and procedures, business English, spelling and arithmetic; functional proficiency using microsoft office and other computer software systems, knowledge of billing programs, policies and procedures; ability to operate standard data entry and office machines; ability to make decisions relating to assigned operations in conformance with applicable laws and policies; ability to establish and maintain effective working relationships with vendors, associates and the general public.

Education and Experience

High school diploma or GED, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting and speaking or hearing, frequently requires using hands to finger, handle or feel and repetitive motions and occasionally requires standing and walking; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general

Customer Service Representative

surroundings and activities; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Valid driver's license in the State of Indiana

How to Apply:

Please send resume via email to ksparks@westfield.in.gov or mail to City of Westfield 2728 E. 171st St. Westfield, IN 46074 Attn: Kristen Sparks.